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AGRICULTURE COMMITTEE  
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January 11, 2022

The Honorable Charles Rettig  
Commissioner  
Internal Revenue Service  
1111 Constitution Avenue, NW  
Washington, DC 20224

Dear Commissioner Rettig,

I write to express our concern with severe delays in processing Americans' amended tax returns at the Internal Revenue Service. Many of my constituents have reported waiting more than 30 weeks for their returns to be processed. This is unacceptable.

The Taxpayer Advocate Service (TAS) in a letter dated November 15, 2021, reported the IRS had a backlog of over 2.7 million unprocessed amended returns. TAS also recently stopped accepting congressional inquiries from offices due to the high backlog.

My office hears from constituents caught in this backlog on a daily basis. Many are frustrated and are anxious to receive their tax refund. Often, they cannot even get in direct contact with IRS customer service. I share their frustrations and am getting tired of telling them to be patient. This situation cannot continue. The filing date for 2021 returns is rapidly approaching and it is critical the backlog is resolved before then.

As your agency works to clear the backlog, I respectfully request your response to the following questions within two weeks of receipt of this letter:

1) The IRS claims it is processing Forms 1040-X in the order in which they are received. The Taxpayer Advocate Service and our own constituent liaisons believe from their observations that this is not case. Can you assure Congress that these forms are in fact being processed in the order received?

2) On November 9, 2021, National Taxpayer Advocate Erin Collins issued a Taxpayer Advocate Directive directing the IRS to complete processing all backlogged amended tax returns by December 29, 2021 or provide a detailed plan for completing processing the backlog. Can you share the detailed plan submitted to TAS with Congress?

I understand the COVID-19 pandemic has presented the IRS with unprecedented challenges. However, the agency cannot continue to use this as an excuse. Most government agencies are operating without difficulty. It is past time the IRS ensure its operations are serving the American people.

Sincerely,

A handwritten signature in blue ink, appearing to read "Chris Jacobs". The signature is stylized with a large, looping "C" and a long, sweeping "J".

Chris Jacobs  
Member of Congress